Agent	NCP: Type of Action:				
	IVD#: Month / Year				
Client	NCP MPI# SS#			Points	Percent
	CP MPI# EIS#	Value	Applies	Missed	of total
Case Intake	1 If Requested in Person Provided Same Day?	1			#DIV/0!
	2 IV-D Services provided within 5 working days if requested by phone, in writing				
	or a IV-A referral?	3			#DIV/0!
	3 Case Opened within 20 days of receipt of fee or IV-A referral?	2			#DIV/0!
	4 Documentation of Payment of Application Fee (If Appropriate).	1			#DIV/0!
	5 ACTS Updated with All Appropriate Locate Information	1			#DIV/0!
	6 Case in Correct Processing Status?	1			#DIV/0!
	7 Notes Entered on Applicable Events and Dispositioned.	3			#DIV/0!
	8 All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
Case Structure					
**	9 Is URPA balance correct?	3			#DIV/0!
**	10 Client Welfare Summary Current (i.e. Check History, Dates, Current	2			#DIV/0!
	Grant, EIS Case #, AFDC Worker#, Status)				
**					
	11 Sound/Justified Decisions Taken Based on: Child Support Policy/				
**	Guidelines, ACTS Procedures, Inner Office Procedures	5			#DIV/0!
	12 IVD status matches EIS	3			#DIV/0!
**	13 CLT address: Matches EIS if TANF/ if NPA has mail address	1			#DIV/0!
	14 All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
ION-COOP	15 NCOR & NCOD events if CLT failed to cooperate	1			#DIV/0!
OCATION	16 All Locate Sources Accessed Within 75 Calendar Days of Need for locate?	1			#DIV/0!
	17 Within 20 Calendar Days of Finding NCP in Another State Did Initiating	5			#DIV/0!
	State Refer a CSE case to Responding State's Central Registry?				
	18 Upon Receipt of New Information was Action Taken Immediately?	5		300000000000000000000000000000000000000	#DIV/0!
	19 Manual Locates Dispositioned per ACTS procedures and CSE policy.	2			#DIV/0!
**	20 Address/Employer Maintenance Records Created and Updated per				
	ACTS procedures/CSE Policy.	3			#DIV/0!
	21 Case in Correct Processing Status? (Loct/Pat/Esta/Coll/Delq)	3			#DIV/0!
	22 Notes Entered on Applicable Events and Dispositioned.	2			#DIV/0!
	23 All Associated Case/NCP Worklist Items Processed and Deleted.	3			#DIV/0!
ATERNITY	24 Upon location of NCP was paternity established within 90 calendar days? OR	3			#DIV/0!
	25 Complete Service of Process or Document Unsuccessful Service				
	Within 90 Calendar Days?	3			#DIV/0!
	26 Was NCP Excluded as a Result of DNA Testing/ or Legal Process				,, D.11, O.
	Before Child Reached 6 Months of Age?	3			#DIV/0!
	27 Case In Correct Processing Status?	3			#DIV/0!
	28 Paternity Test Records/Scheduling completed and ACTS Case Events				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	Documented and Dispositioned per ACTS procedures/CSE Policy	2			#DIV/0!
	29 Paternity Status Disposition Entered on Child's Participant Screen	2			#DIV/0!
	30 Paternity Events Created per CSE Policy and ACTS Procedures When				,,,,,,,
	Paternity Established by Affidavit of Parentage.	2		200000000000000000000000000000000000000	#DIV/0!
	31 Was Genetic Test Waiver/Stipulation signed by NCP?	2			#DIV/0!
	32 Paternity Order Entered Properly/Timely	2			#DIV/0!
		1 -	 		#DIV/0!
	33 Documents Completed/Signed/Referred for Supervisor/Judicial Review	1			٠/٧١٥ ال
	33 Documents Completed/Signed/Referred for Supervisor/Judicial Review 34 Notes Entered on Applicable Events and Dispositioned.	1 3			#DI\//0
	34 Notes Entered on Applicable Events and Dispositioned.	3			#DIV/0 #DIV/0
UPPORT/	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted.	3			#DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days	3			#DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR	3 1 3			#DIV/0 #DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR 37 Complete Service of Process or Document Unsuccessful Service	3			#DIV/0 #DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR 37 Complete Service of Process or Document Unsuccessful Service Within 90 Calendar Days?	3 1 3			#DIV/0 #DIV/0 #DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR 37 Complete Service of Process or Document Unsuccessful Service Within 90 Calendar Days? 38 PPPA repayment ordered?/Requested via IVA interface?	3 1 3 3			#DIV/0 #DIV/0 #DIV/0 #DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR 37 Complete Service of Process or Document Unsuccessful Service Within 90 Calendar Days? 38 PPPA repayment ordered?/Requested via IVA interface? 39 PPPA repayment not ordered with justification? Requested via IVA interface?	3 1 3 3			#DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR 37 Complete Service of Process or Document Unsuccessful Service Within 90 Calendar Days? 38 PPPA repayment ordered?/Requested via IVA interface? 39 PPPA repayment not ordered with justification? Requested via IVA interface? 40 Civil Action Documents Generated through ACTS and Service of Process	3 1 3 3			#DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR 37 Complete Service of Process or Document Unsuccessful Service Within 90 Calendar Days? 38 PPPA repayment ordered?/Requested via IVA interface? 39 PPPA repayment not ordered with justification? Requested via IVA interface? 40 Civil Action Documents Generated through ACTS and Service of Process Information Entered in ACTS?	3 1 3 3 2 2 2 3			#DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR 37 Complete Service of Process or Document Unsuccessful Service Within 90 Calendar Days? 38 PPPA repayment ordered?/Requested via IVA interface? 39 PPPA repayment not ordered with justification? Requested via IVA interface? 40 Civil Action Documents Generated through ACTS and Service of Process Information Entered in ACTS?	3 1 3 3 2 2 2 3			#DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR 37 Complete Service of Process or Document Unsuccessful Service Within 90 Calendar Days? 38 PPPA repayment ordered?/Requested via IVA interface? 39 PPPA repayment not ordered with justification? Requested via IVA interface? 40 Civil Action Documents Generated through ACTS and Service of Process Information Entered in ACTS? 41 Was CRIA Event Created and Dispositioned in ACTS? 42 Was Proper Legal Procedure followed?	3 1 3 3 2 2 2 3 1 3			#DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR 37 Complete Service of Process or Document Unsuccessful Service Within 90 Calendar Days? 38 PPPA repayment ordered?/Requested via IVA interface? 39 PPPA repayment not ordered with justification? Requested via IVA interface? 40 Civil Action Documents Generated through ACTS and Service of Process Information Entered in ACTS? 41 Was CRIA Event Created and Dispositioned in ACTS? 42 Was Proper Legal Procedure followed? 43 Was Medical Insurance/Medical Support Ordered? Documentation	3 1 3 3 2 2 2 3			#DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0 #DIV/0
UPPORT/ IEDICAL	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR 37 Complete Service of Process or Document Unsuccessful Service Within 90 Calendar Days? 38 PPPA repayment ordered?/Requested via IVA interface? 39 PPPA repayment not ordered with justification? Requested via IVA interface? 40 Civil Action Documents Generated through ACTS and Service of Process Information Entered in ACTS? 41 Was CRIA Event Created and Dispositioned in ACTS? 42 Was Proper Legal Procedure followed? 43 Was Medical Insurance/Medical Support Ordered? Documentation in ACTS reflecting why if not ordered?	3 1 3 3 2 2 2 3 1 3 3			#DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR 37 Complete Service of Process or Document Unsuccessful Service Within 90 Calendar Days? 38 PPPA repayment ordered?/Requested via IVA interface? 39 PPPA repayment not ordered with justification? Requested via IVA interface? 40 Civil Action Documents Generated through ACTS and Service of Process Information Entered in ACTS? 41 Was CRIA Event Created and Dispositioned in ACTS? 42 Was Proper Legal Procedure followed? 43 Was Medical Insurance/Medical Support Ordered? Documentation in ACTS reflecting why if not ordered?	3 1 3 3 2 2 2 3 1 3			#DIV/0
	34 Notes Entered on Applicable Events and Dispositioned. 35 All Associated Case/NCP worklist Items Processed and Deleted. 36 Upon Location of NCP was Order Established Within 90 Calendar Days of Location? OR 37 Complete Service of Process or Document Unsuccessful Service Within 90 Calendar Days? 38 PPPA repayment ordered?/Requested via IVA interface? 39 PPPA repayment not ordered with justification? Requested via IVA interface? 40 Civil Action Documents Generated through ACTS and Service of Process Information Entered in ACTS? 41 Was CRIA Event Created and Dispositioned in ACTS? 42 Was Proper Legal Procedure followed? 43 Was Medical Insurance/Medical Support Ordered? Documentation in ACTS reflecting why if not ordered?	3 1 3 3 2 2 2 3 1 3 3			#DIV/0

	Land Herman Francisco			
	Income Utilized, Expenses, etc. 46 Daycare or Extraordinary Needs Verified/Documented in ACTS	2		#DIV/0!
	47 Applicable Events Dispositioned and Notes Entered.	3		#DIV/0! #DIV/0!
	48 Was the Court Order Entered Correctly on Screen FOD per ACTS	4		#DIV/0!
	procedures and CSE Policy(Correct Terms per Hard Copy and Subaccounts)			#DIV/0:
	49 Case in Correct Processing Status?	3		#DIV/0!
	50 All Associated Case/NCP worklist Items Processed and Deleted.	1		#DIV/0!
ENFORCEMENT	51 Order enforced within 30 calendar days of location of NCP or identification of	3		#DIV/0!
NON-COURT	delinquency if service of process is not necessary?			#510/0:
ACTION	52 Withholding to Employer Within 5 Working Days of New Employer and	3		#DIV/0!
ACTION	service of process information entered properly and timely?			#510/0:
	53 Certificate of Service Generated within Month of W/W notice Generated?	2	100000000000000000000000000000000000000	#DIV/0!
	54 Case in Correct Processing Status?	3		#DIV/0!
	55 Case properly authenticated for Tax Intercept Submission?	2		#DIV/0!
	56 Workman's Compensation Hits Completed Timely/Properly?	2		#DIV/0!
	57 I/W worksheet contains appropriate cases	5		#DIV/0!
	58 Employer Non-Compliance Monitored and Correct Action Taken?	3		#DIV/0!
	59 Appropriate Documents Generated Through Document Generation?	2		#DIV/0!
	60 Documents completed/signed/referred for supervisor/judicial review	1		#DIV/0!
	and signature.			
	61 Availability of Medical Insurance Follow-up.	2	***************************************	#DIV/0!
	62 Notes Entered on Applicable Events and dispositioned	3		#DIV/0!
	63 All Associated Case/NCP worklist Items Processed and Deleted.	1		#DIV/0!
COURT ACTION	64 Successful service of NCP within 60 calendar day of identification of non-	3		#DIV/0!
	compliance or documentation of unsuccessful service?			
	65 Case in Correct Processing Status?	3		#DIV/0!
	66 Documentation Exist that All Enforcement Remedies Examined	2		#DIV/0!
	67 Scheduling Process Properly Completed and Dispositioned.	2		#DIV/0!
	68 Proper civil action filed and proper court documents generated with correct	2		#DIV/0!
	service of process information entered properly and timely? Applicable notes entered?			
	69 Case Synopsis Properly Completed for Attorney Review Prior to	1	 000000000000000000000000000000000000000	#DIV/0!
	Court Date?			
COURT ACTION	70 Displays IVD Program and Case Knowledge in Court?	2	 000000000000000000000000000000000000000	#DIV/0!
CONTINUED	71 Changes to Court Orders/Subaccounts Entered Correctly?			#DIV/0!
	UNADJ arrears to ADJ / Intercept indicator correct?	3		#DIV/0!
	72 Resolution of court action completed within 2 days from court date.	2		#DIV/0!
	73 Court orders generated in ACTS?	1		#DIV/0!
	74 Were court orders entered into ACTS system within 3 days of the effective date	2		#DIV/0!
	of the order and copies sent to all parties per CSE policy?			
	75 Case moved from DELQ processing status to COLL processing status if appropriate?	2		#DIV/0!
	76 Availability of Medical Insurance Follow-up.	3		#DIV/0!
	77 Case properly authenticated for Tax Intercept Submission?	2		#DIV/0!
	78 All Associated Case/NCP worklist Items Processed and Deleted.	1		#DIV/0!
MOD / REVIEW	79 Within 15 calendar days of the RNIR or RARE event being created, was a	3		#DIV/0!
	determination made whether or not a review should be conducted?			
	80 Within 180 calendar days of determining that a review should be conducted,	3		#DIV/0!
	was appropriate action taken? (RARB, RARD etc.)			
	81 Case in Correct Processing Status?	3		#DIV/0!
	82 Correct process & results documented (verif. of income, worksheet etc.)	4		#DIV/0!
	83 Follow up on availability of medical insurance	1		#DIV/0!
	84 Scheduling process properly completed and dispositioned / Notes added /			#DIV/0!
	Service of process entered?	1		#DIV/0!
	85 Were court orders entered into ACTS system within 3 days of the effective date of the			#DIV/0!
	order and copies sent to all parties per CSE policy?	1		#DIV/0!
	86 If documents generated not used or events created in error, OOPS disposition entered	1		#DIV/0!
	87 Resolution of court action completed within 2 days from court date.	2		#DIV/0!
	88 All Associated Case/NCP worklist Items Processed and Deleted.	1		#DIV/0!
INTERSTATE	89 Responding state notified of case status changes within 10 days of			#DIV/0!
	receipt of information?	2		#DIV/0!
	90 Enforcement action initiated within CSE timeframes?	3		#DIV/0!
	91 Correct interstate codes on screen C8C?	2		#DIV/0!
	92 Order entered on Screen IOD?	2		#DIV/0!
	93 Incoming CSENET transactions properly completed and deleted?	3		#DIV/0!
	94 Outgoing CSENET transactions completed properly for CSENET states?	3		#DIV/0!
	95 All interstate case activities documented on Screen URS if the other state is not			#DIV/0!
	CSENET functional and notes added as appropriate?	3		#DIV/0!

	96	All Associated	Case/NCP wo	rklist Items Proce	ssed and Delet	ed.	1			#DIV/0!
TOTALS								0	0	#DIV/0!
Quality Score										#DIV/0!
TOTALS								0	0	#DIV/0!
Timeliness Score										#DIV/0!
REVIEWER'S		İ		İ						
COMMENTS:										
			1		1					

Agent		NCP: VD#:	Type of Act Month / Yea						
0" 1				ar				5	_
Client		NCP MPI#	SS#					Points	Per
0		CP MPI#	EIS#			Value	Applies	Missed	of t
Case Intake			son Provided Same I	·		1			#DI
			ded within 5 working	days if requested by ph	one, in writing				
	c	or a IV-A referral?				3			#DI
	3 (Case Opened withi	n 20 days of receipt o	f fee or IV-A referral?		2			#DI
	4	Documentation of F	Payment of Application	n Fee (If Appropriate).		1			#DI
	5 A	ACTS Updated with	All Appropriate Loca	ite Information		1			#DI
	6 (Case in Correct Pro	cessing Status?			1			#DI
	7 N	Notes Entered on A	pplicable Events and	Dispositioned.		3			#DI
	8 <i>F</i>	All Associated Case	e/NCP worklist Items	Processed and Deleted	1.	1			#DI
Case Structure									
**	0.1	s URPA balance	0 mm 0 ot 2			3	000000000000000000000000000000000000000	300000000000000000000000000000000000000	#DI
**									
**	10 0	Client Welfare Sur	nmary Current (i.e.	Check History, Dates,	Current	2			#DI
	C	Grant, EIS Case #	AFDC Worker#, Sta	itus)					
**	11 5	Sound/Justified D	ecisions Taken Bas	ed on: Child Support	Policy/				
		Guidelines, ACTS	Procedures, Inner (Office Procedures	-	5			#DI
**		VD status matche				3			#DI
**									
**	13 (CLT address: Ma	ches EIS if TANF/ if	NPA has mail addres	s	1			#DI
	14 <i>A</i>	All Associated Case	e/NCP worklist Items	Processed and Deleted	l	1			#DI
NON-COOP	15 N	NCOR & NCOD ev	ents if CLT failed to o	ooperate		1			#DI
LOCATION	16 A	All Locate Sources	Accessed Within 75	Calendar Days of Need	for locate?	1			#DI
	17 V	Within 20 Calenda	r Days of Finding N	CP in Another State D	id Initiating	5			#DI
				State's Central Regi					
				ction Taken Immediatel		5			#DI
				procedures and CSE		2			#DI
**					-				#51
	20	Address/Employe	r Maintenance Reco	rds Created and Upda	ited per				
		ACTS procedures	CSE Policy.			3			#DI
	21 (Case in Correct Pro	ocessing Status? (Lo	t/Pat/Esta/Coll/Delq)		3			#DI
	22	Notes Entered on A	applicable Events and	Dispositioned.		2			#DI
	23 A	All Associated Case	e/NCP Worklist Items	Processed and Delete	d.	3			#DI
PATERNITY	24 l	Upon location of NO	CP was paternity esta	blished within 90 calen	dar days? OR	3			#DI
	25 (Complete Service of	of Process or Docume	ent Unsuccessful Service	e				
		Within 90 Calendar				3			#DI
				Testing/ or Legal Proce	99				
			ed 6 Months of Age?			3			#DI
						3			#DI
		Case In Correct Pro	•	Jana da arad AOTO Ossas	F	3		000000000000000000000000000000000000000	וט#
				oleted and ACTS Case					
				S procedures/CSE Poli		2			#DI
			·	Child's Participant Scre		2			#DI
	30 F	Paternity Events Co	eated per CSE Polic	and ACTS Procedures	s When				
	F	Paternity Establishe	ed by Affidavit of Pare	entage.		2			#DI
	31 V	Was Genetic Test \	Naiver/Stipulation sig	ned by NCP?		2			#DI
	32 F	Paternity Order Ent	ered Properly/Timely			2			#DI
	33 [Documents Comple	eted/Signed/Referred	for Supervisor/Judicial	Review	1			#DI
	34 N	Notes Entered on A	applicable Events and	Dispositioned.		3			#DI
			• •	Processed and Deleted	I.	1			#DI
SUPPORT/				ished Within 90 Calend		3			#DI
MEDICAL		of Location? OR	1.40. 25446		·· -/-				
			of Process or Docume	ent Unsuccessful Service	Δ	3			#DI
 		<u> </u>		an onsuccessiul oelvic		3			וטייי
<u> </u>		Within 90 Calendar		in IV/A intent					
			rdered?/Requested v			2			#DI
			•	cation? Requested via I		2			#DI
				gh ACTS and Service of	of Process	3	111111111111111111111111111111111111111		#DI
	I	nformation Entered	d in ACTS?						
	41 V	Was CRIA Event C	reated and Disposition	ned in ACTS?		1			#DI
	42 V	Was Proper Legal I	Procedure followed?			3			#DI
	43 V	Was Medical Insura	ance/Medical Suppor	Ordered? Documenta	tion	3			#DI
			why if not ordered?						
				to ACTS/Medical Insur	ance record	3			#DI
				f medical insurance pro					
			there documentation						
	č	a non-participant, is	andre accumentation	III AUIU:					

		Income Utilized, Expenses, etc.				
		Daycare or Extraordinary Needs Verified/Documented in ACTS	2			#DI
		Applicable Events Dispositioned and Notes Entered.	3			#DI
	48	Was the Court Order Entered Correctly on Screen FOD per ACTS	4			#DI
		procedures and CSE Policy(Correct Terms per Hard Copy and Subaccounts)				
	49	Case in Correct Processing Status?	3			#D
	50	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DI
ENFORCEMENT	51	Order enforced within 30 calendar days of location of NCP or identification of	3			#DI
NON-COURT		delinquency if service of process is not necessary?				
ACTION		Withholding to Employer Within 5 Working Days of New Employer and	3			#DI
		service of process information entered properly and timely?				
		Certificate of Service Generated within Month of W/W notice Generated?	2			#DI
			_			
		Case in Correct Processing Status?	3			#DI
		Case properly authenticated for Tax Intercept Submission?	2			#DI
		Workman's Compensation Hits Completed Timely/Properly?	2			#DI
	57	I/W worksheet contains appropriate cases	5			#DI
	58	Employer Non-Compliance Monitored and Correct Action Taken?	3			#DI
	59	Appropriate Documents Generated Through Document Generation?	2			#DI
	60	Documents completed/signed/referred for supervisor/judicial review	1			#DI
		and signature.				
	61	Availability of Medical Insurance Follow-up.	2			#DI
		Notes Entered on Applicable Events and dispositioned	3			#DI
		All Associated Case/NCP worklist Items Processed and Deleted.	1			#DI
COURT ACTION			_			
COURT ACTION		Successful service of NCP within 60 calendar day of identification of non-	3			#DI
		compliance or documentation of unsuccessful service?				
		Case in Correct Processing Status?	3			#DI
	66	Documentation Exist that All Enforcement Remedies Examined	2			#DI
	67	Scheduling Process Properly Completed and Dispositioned.	2			#DI
	68	Proper civil action filed and proper court documents generated with correct	2			#DI
		service of process information entered properly and timely? Applicable notes entered?				
	69	Case Synopsis Properly Completed for Attorney Review Prior to	1			#DI
		Court Date?				
COURT ACTION	70	Displays IVD Program and Case Knowledge in Court?	2		100000000000000000000000000000000000000	#DI
CONTINUED		Changes to Court Orders/Subaccounts Entered Correctly?				#DI
CONTINUED		UNADJ arrears to ADJ / Intercept indicator correct?	3			#DI
				_		
		Resolution of court action completed within 2 days from court date.	2			#DI
		Court orders generated in ACTS?	1			#DI
		Were court orders entered into ACTS system within 3 days of the effective date	2		100000000000000000000000000000000000000	#DI
		of the order and copies sent to all parties per CSE policy?				
	75	Case moved from DELQ processing status to COLL processing status if appropriate?	2			#DI
	76	Availability of Medical Insurance Follow-up.	3			#DI
	77	Case properly authenticated for Tax Intercept Submission?	2			#DI
	78	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DI
MOD / REVIEW	79	Within 15 calendar days of the RNIR or RARE event being created, was a	3			#DI
		determination made whether or not a review should be conducted?				
		Within 180 calendar days of determining that a review should be conducted,	3			#DI
<u> </u>			3			וט#
		was appropriate action taken? (RARB, RARD etc.)	_			
		Case in Correct Processing Status?	3	1		#DI
	_	Correct process & results documented (verif. of income, worksheet etc.)	4			#DI
	83	Follow up on availability of medical insurance	1			#DI
	84	Scheduling process properly completed and dispositioned / Notes added /				#DI
		Service of process entered?	1			#DI
	85	Were court orders entered into ACTS system within 3 days of the effective date of the				#DI
		order and copies sent to all parties per CSE policy?	1			#DI
-		If documents generated not used or events created in error, OOPS disposition entered	1	1		#DI
		Resolution of court action completed within 2 days from court date.	2	1		#DI
		,	1	+		-
NITE DOTATE		All Associated Case/NCP worklist Items Processed and Deleted.	1		000000000000000000000000000000000000000	#DI
INTERSTATE		Responding state notified of case status changes within 10 days of				#DI
		receipt of information?	2			#DI
	90	Enforcement action initiated within CSE timeframes?	3			#DI
	91	Correct interstate codes on screen C8C?	2			#DI
	92	Order entered on Screen IOD?	2			#DI
		Incoming CSENET transactions properly completed and deleted?	3			#DI
		Outgoing CSENET transactions completed properly for CSENET states?	3			#DI
		All interstate case activities documented on Screen URS if the other state is not	⊢ <u>Ť</u>			#DI
	90	rui interestate ease activities decumented un screen uno il the uther state is nut				#UI

	96	All Associated	d Case/NCP w	orklist Items Pr	rocessed and	Deleted.		1			#D
TOTALS									0	0	#D
Quality Score											#D
TOTALS									0	0	#D
Timeliness Score											#D
							_				
REVIEWER'S											
COMMENTS:											
							<u> </u>				
							<u></u>				

Agent		NCP:	Type of Actio	n:					
		VD#:	Month / Year						
Client		NCP MPI#	SS#					Points	Percent
		CP MPI#	EIS#			Value	Applies	Missed	of total
Case Intake	1	f Requested in Person P	ovided Same Da	ay?		1			#DIV/0!
	2	V-D Services provided w	thin 5 working d	ays if requeste	d by phone, in writing				
		or a IV-A referral?				3			#DIV/0!
	3	Case Opened within 20 d	avs of receipt of	fee or IV-A refe	erral?	2			#DIV/0!
	4	Documentation of Payme				1			#DIV/0!
	- 5	ACTS Updated with All A			nato).	1			#DIV/0!
	5			Iniomation		1	-		
		Case in Correct Processi	•						#DIV/0!
		Notes Entered on Applica				3			#DIV/0!
	8	All Associated Case/NCP	worklist Items P	rocessed and	Deleted.	1		100000000000000000000000000000000000000	#DIV/0!
Case Structure									
**	9	s URPA balance correc	t?			3			#DIV/0!
**	10	Client Welfare Summary	Current (i.e. C	heck History	Dates, Current	2			#DIV/0!
**		Grant, EIS Case #, AFD							
• • • • • • • • • • • • • • • • • • • •	11	Sound/Justified Decisio	ns Taken Base	d on: Child S	upport Policy/				
		Guidelines, ACTS Proce	dures, Inner Of	fice Procedur	es	5			#DIV/0!
**	12	VD status matches EIS				3			#DIV/0!
**	12	CLT address: Matches	FIS If TANE! IF N	IPA has mail :	addrass	1	1		#DIV/0!
									<u> </u>
		All Associated Case/NCP			Deleted.	1			#DIV/0!
NON-COOP		NCOR & NCOD events if				1			#DIV/0!
OCATION	16	All Locate Sources Acces	sed Within 75 Ca	alendar Days c	of Need for locate?	1			#DIV/0!
	17	Within 20 Calendar Days	of Finding NC	P in Another	State Did Initiating	5			#DIV/0!
		State Refer a CSE case	to Responding	State's Centra	al Registry?				
	18	Jpon Receipt of New Info	rmation was Act	ion Taken Imm	ediately?	5			#DIV/0!
	19	Manual Locates Disposition	oned per ACTS	procedures and	d CSE policy.	2			#DIV/0!
**									
	20	Address/Employer Main		as Created an	d Opdated per				
		ACTS procedures/CSE				3			#DIV/0!
	21	Case in Correct Processin	ng Status? (Loct/	/Pat/Esta/Coll/[Delq)	3			#DIV/0!
	22	Notes Entered on Applica	ble Events and [Dispositioned.		2			#DIV/0!
	23	All Associated Case/NCP	Worklist Items F	Processed and	Deleted.	3			#DIV/0!
PATERNITY	24	Jpon location of NCP wa	s paternity estab	lished within 90	0 calendar days? OR	3			#DIV/0!
	25	Complete Service of Proc	ess or Documen	t Unsuccessfu	I Service				
						3			#DIV/0!
	26	Was NCP Excluded as a		esting/ or Legs	I Process				
	20			esting/ or Lega	11100033	3			#DIV//01
		Before Child Reached 6 N				_			#DIV/0!
		Case In Correct Processi	•			3		100000000000000000000000000000000000000	#DIV/0!
	28	Paternity Test Records/S	cheduling comple	eted and ACTS	Case Events				
		Documented and Disposi	ioned per ACTS	procedures/C	SE Policy	2			#DIV/0!
	29	Paternity Status Disposition	on Entered on C	hild's Participa	nt Screen	2			#DIV/0!
	30	Paternity Events Created	per CSE Policy	and ACTS Pro	cedures When				
		Paternity Established by	Affidavit of Paren	itage.		2			#DIV/0!
	31	Was Genetic Test Waiver				2			#DIV/0!
		Paternity Order Entered F		., .=		2			#DIV/0!
		Documents Completed/Si	. , ,	or Supervisor/ I	udicial Review	1			#DIV/0!
					adicial Neview	3	 		
		Notes Entered on Applica			Delete d				#DIV/0!
		All Associated Case/NCP				1			#DIV/0!
SUPPORT/	36	Jpon Location of NCP wa	s Order Establis	hed Within 90	Calendar Days	3			#DIV/0!
MEDICAL		of Location? OR							
	37	Complete Service of Proc	ess or Documen	t Unsuccessfu	Service	3			#DIV/0!
		Within 90 Calendar Days	?						
	38	PPPA repayment ordered	?/Requested via	IVA interface?	>	2			#DIV/0!
		PPPA repayment not orde				2			#DIV/0!
		Civil Action Documents G				3	1		#DIV/0!
	70	Information Entered in AC							,,,,,,,,,
			_						,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
		Was CRIA Event Created		ed in ACTS?		1			#DIV/0!
		Was Proper Legal Proced				3			#DIV/0!
	43	Was Medical Insurance/N	ledical Support 0	Ordered? Docu	umentation	3			#DIV/0!
		n ACTS reflecting why if	not ordered?						
	44	Was medical cost verified	and entered into	ACTS/Medica	al Insurance record	3			#DIV/0!
		created? Medical notice s							
			2 10 GAOTIE: III		promoca by				
		a non-participant, is there	documentation	in ACTS2					

		Income Utilized, Expenses, etc.			
		Daycare or Extraordinary Needs Verified/Documented in ACTS	2		#DIV/0!
	47	Applicable Events Dispositioned and Notes Entered.	3		#DIV/0!
		Was the Court Order Entered Correctly on Screen FOD per ACTS	4		#DIV/0!
	40	procedures and CSE Policy(Correct Terms per Hard Copy and Subaccounts)	7		#51476:
	49	Case in Correct Processing Status?	3		#DIV/0!
	50	All Associated Case/NCP worklist Items Processed and Deleted.	1		#DIV/0!
ENFORCEMENT			3		#DIV/0!
NON-COURT	31	Order enforced within 30 calendar days of location of NCP or identification of	3		יט/עוט#!
		delinquency if service of process is not necessary?	2		#DIV/01
ACTION	52	Withholding to Employer Within 5 Working Days of New Employer and	3		#DIV/0!
		service of process information entered properly and timely?	2		#DIV/01
	53	Certificate of Service Generated within Month of W/W notice Generated?	2		 #DIV/0!
	54	Case in Correct Processing Status? Case properly authenticated for Tax Intercept Submission?	3		 #DIV/0! #DIV/0!
	55 56		2		
	56		5		#DIV/0!
		I/W worksheet contains appropriate cases			#DIV/0!
		Employer Non-Compliance Monitored and Correct Action Taken?	3		#DIV/0!
		Appropriate Documents Generated Through Document Generation?	2		#DIV/0!
	60	Documents completed/signed/referred for supervisor/judicial review	1		 #DIV/0!
		and signature.	_		
		Availability of Medical Insurance Follow-up.	2		#DIV/0!
		Notes Entered on Applicable Events and dispositioned	3		#DIV/0!
	63	All Associated Case/NCP worklist Items Processed and Deleted.	1		 #DIV/0!
COURT ACTION	64	Successful service of NCP within 60 calendar day of identification of non-	3		#DIV/0!
		compliance or documentation of unsuccessful service?			
	65	Case in Correct Processing Status?	3		#DIV/0!
		Documentation Exist that All Enforcement Remedies Examined	2		#DIV/0!
		Scheduling Process Properly Completed and Dispositioned.	2		#DIV/0!
	68	Proper civil action filed and proper court documents generated with correct	2		#DIV/0!
		service of process information entered properly and timely? Applicable notes entered?			
	69	Case Synopsis Properly Completed for Attorney Review Prior to	1		#DIV/0!
		Court Date?			
COURT ACTION	70	Displays IVD Program and Case Knowledge in Court?	2		#DIV/0!
CONTINUED	71	Changes to Court Orders/Subaccounts Entered Correctly?			#DIV/0!
		UNADJ arrears to ADJ / Intercept indicator correct?	3		#DIV/0!
	72	Resolution of court action completed within 2 days from court date.	2		#DIV/0!
	73	Court orders generated in ACTS?	1		#DIV/0!
	74	Were court orders entered into ACTS system within 3 days of the effective date	2		#DIV/0!
		of the order and copies sent to all parties per CSE policy?			
	75	Case moved from DELQ processing status to COLL processing status if appropriate?	2		#DIV/0!
	76	Availability of Medical Insurance Follow-up.	3		#DIV/0!
	77	Case properly authenticated for Tax Intercept Submission?	2		#DIV/0!
	78	All Associated Case/NCP worklist Items Processed and Deleted.	1		#DIV/0!
MOD / REVIEW	79	Within 15 calendar days of the RNIR or RARE event being created, was a	3		#DIV/0!
		determination made whether or not a review should be conducted?			
	80	Within 180 calendar days of determining that a review should be conducted,	3		#DIV/0!
		was appropriate action taken? (RARB, RARD etc.)			
	81	Case in Correct Processing Status?	3		#DIV/0!
		Correct process & results documented (verif. of income, worksheet etc.)	4		#DIV/0!
	83	Follow up on availability of medical insurance	1		#DIV/0!
	84	Scheduling process properly completed and dispositioned / Notes added /			#DIV/0!
		Service of process entered?	1		#DIV/0!
	85	Were court orders entered into ACTS system within 3 days of the effective date of the			#DIV/0!
		order and copies sent to all parties per CSE policy?	1		 #DIV/0!
	86	If documents generated not used or events created in error, OOPS disposition entered	1		#DIV/0!
		Resolution of court action completed within 2 days from court date.	2		#DIV/0!
	88	All Associated Case/NCP worklist Items Processed and Deleted.	1	1	#DIV/0!
		Responding state notified of case status changes within 10 days of	•		#DIV/0!
NTERSTATE			2		#DIV/0!
NTERSTATE	09	receipt of information?			 #DIV/U!
NTERSTATE		receipt of information? Enforcement action initiated within CSE timeframes?			#DIV//01
NTERSTATE	90	Enforcement action initiated within CSE timeframes?	3		#DIV/0!
NTERSTATE	90 91	Enforcement action initiated within CSE timeframes? Correct interstate codes on screen C8C?	3 2		#DIV/0!
NTERSTATE	90 91 92	Enforcement action initiated within CSE timeframes? Correct interstate codes on screen C8C? Order entered on Screen IOD?	2 2		#DIV/0! #DIV/0!
NTERSTATE	90 91 92 93	Enforcement action initiated within CSE timeframes? Correct interstate codes on screen C8C? Order entered on Screen IOD? Incoming CSENET transactions properly completed and deleted?	3 2 2 3		#DIV/0! #DIV/0! #DIV/0!
NTERSTATE	90 91 92 93 94	Enforcement action initiated within CSE timeframes? Correct interstate codes on screen C8C? Order entered on Screen IOD? Incoming CSENET transactions properly completed and deleted? Outgoing CSENET transactions completed properly for CSENET states?	2 2		#DIV/0! #DIV/0! #DIV/0! #DIV/0!
NTERSTATE	90 91 92 93	Enforcement action initiated within CSE timeframes? Correct interstate codes on screen C8C? Order entered on Screen IOD? Incoming CSENET transactions properly completed and deleted?	3 2 2 3		#DIV/0! #DIV/0! #DIV/0!

	96 All Asso	ciated Case/NCP	worklist Items P	rocessed and I	Deleted.	1			#DIV/0!
TOTALS							0	0	#DIV/0!
Quality Score									#DIV/0!
TOTALS							0	0	#DIV/0!
Timeliness Score									#DIV/0!
REVIEWER'S		ı	-						
COMMENTS:									
					1				

Agent			NCP:		Type of Action	n:						
0			IVD#:		Month / Year			Jan-00				
Client			NCP MPI#		SS#						Points	Percent
			CP MPI#		EIS#				Value	Applies	Missed	of total
Case Intak	æ	1	If Requested	in Person Prov	ided Same Da	ıy?			1	0	0	#DIV/0!
		2	IV-D Services	provided withi	n 5 working da	ays if requeste	d by phone, in writi	ing				
			or a IV-A refe	rral?					3	0	0	#DIV/0!
		3	Case Opened	d within 20 days	of receipt of	fee or IV-A refe	erral?		2	0	0	#DIV/0!
		4	Documentation	on of Payment of	of Application	Fee (If Approp	riate).		1	0	0	#DIV/0!
		5	ACTS Update	ed with All Appr	opriate Locate	Information			1	0	0	#DIV/0!
		6	Case in Corre	ect Processing	Status?				1	0	0	#DIV/0!
		7	Notes Entere	d on Applicable	Events and D	Dispositioned.			3	0	0	#DIV/0!
		8	All Associated	d Case/NCP wo	orklist Items P	rocessed and	Deleted.		1	0	0	#DIV/0!
Case Struct	ure	!										
	**	9	Is URPA bala	ance correct?					3	0	0	#DIV/0!
	**	10	Client Welfar	e Summary C	urrent (i.e. Ch	neck History.	Dates, Current		2	0	0	#DIV/0!
	ŀ			ase #, AFDC W			,	-				
	**	11	1				upport Policy/	-				
	-	- ''					• •	-	5		•	#DIV/01
	**		1	ACTS Procedu	res, inner On	rice Procedur	es	-		0	0	#DIV/0!
	L	12	IVD status m	atches EIS					3	0	0	#DIV/0!
	**	13	CLT address	: Matches EIS	if TANF/ if N	IPA has mail	address		1	0	0	#DIV/0!
		14	All Associated	d Case/NCP wo	orklist Items Pr	rocessed and	Deleted.		1	0	0	#DIV/0!
NON-COOP		15	NCOR & NCO	OD events if CL	T failed to coo	operate			1	0	0	#DIV/0!
LOCATION		16	All Locate So	urces Accessed	d Within 75 Ca	alendar Days o	f Need for locate?		1	0	0	#DIV/0!
		17	Within 20 Ca	lendar Days o	f Finding NCI	P in Another \$	State Did Initiating	9	5	0	0	#DIV/0!
			State Refer a	CSE case to	Responding	State's Centra	I Registry?					
		18	Upon Receipt	of New Inform	ation was Acti	ion Taken Imm	ediately?		5	0	0	#DIV/0!
		19	Manual Locat	es Dispositione	ed per ACTS p	procedures and	CSE policy.		2	0	0	#DIV/0!
	**	20	Address/Em	ployer Mainter	nance Record	ls Created an	d Updated per					
	ľ		ACTS proced	dures/CSE Pol	icy.			_	3	0	0	#DIV/0!
	ľ	21		ect Processing	•	Pat/Esta/Coll/[Dela)	-	3	0	0	#DIV/0!
	ľ			d on Applicable	· ·		,	_	2	0	0	#DIV/0!
	ľ			d Case/NCP W			Deleted.	-	3	0	0	#DIV/0!
PATERNITY	ľ		4				calendar days?	R	3	0	0	#DIV/0!
	ľ	25	Complete Ser	vice of Process	s or Documen	t Unsuccessfu	Service	_				
	ľ		Within 90 Cal					-	3	0	0	#DIV/0!
	ľ	26	Was NCP Ex	cluded as a Re	sult of DNA Te	esting/ or Lega	l Process	_				
	ľ		Before Child I	Reached 6 Mor	nths of Age?				3	0	0	#DIV/0!
		27		ect Processing					3	0	0	#DIV/0!
	ľ	28	Paternity Tes	t Records/Sche	duling comple	eted and ACTS	Case Events					
	ľ		Documented	and Disposition	ned per ACTS	procedures/C	SE Policy		2	0	0	#DIV/0!
	ľ	29	Paternity Stat	us Disposition	Entered on Ch	nild's Participa	nt Screen		2	0	0	#DIV/0!
				nts Created pe								
				ablished by Affi	•				2	0	0	#DIV/0!
	ľ	31	Was Genetic	Test Waiver/St	ipulation signe	ed by NCP?			2	0	0	#DIV/0!
				er Entered Prop					2	0	0	#DIV/0!
			1	ompleted/Sign		or Supervisor/J	udicial Review		1	0	0	#DIV/0!
		34	Notes Entere	d on Applicable	Events and D	Dispositioned.			3	0	0	#DIV/0!
		35	All Associated	d Case/NCP wo	orklist Items P	rocessed and	Deleted.		1	0	0	#DIV/0!
SUPPORT/		36	Upon Locatio	n of NCP was 0	Order Establis	hed Within 90	Calendar Days		3	0	0	#DIV/0!
MEDICAL			of Location?	OR								
	ľ	37	Complete Ser	vice of Process	s or Documen	t Unsuccessfu	Service		3	0	0	#DIV/0!
			Within 90 Cal	endar Days?								
		38	PPPA repayn	nent ordered?/F	Requested via	IVA interface?	•		2	0	0	#DIV/0!
		39	PPPA repayn	nent not ordere	d with justifica	tion? Request	ed via IVA interface	e?	2	0	0	#DIV/0!
		40	Civil Action D	ocuments Gen	erated through	ACTS and Se	ervice of Process		3	0	0	#DIV/0!
			Information E	ntered in ACTS	3?							
		41	Was CRIA Ev	ent Created an	d Disposition	ed in ACTS?			1	0	0	#DIV/0!
				egal Procedure					3	0	0	#DIV/0!
		43	Was Medical	Insurance/Med	ical Support C	Ordered? Docu	umentation		3	0	0	#DIV/0!
			in ACTS refle	cting why if not	ordered?							
		44	Was medical			ACTS/Modice	al Insurance record	1	3	0	0	#DIV/0!
				cost verilled an	id entered into	AC I S/IVIEUICE	ai ilibararioc recora					
			created? Med				nce provided by					
					t to client? If r	medical insura		F				

		Income Utilized, Expenses, etc.				
	46		2	0	0	#DIV/0!
		Applicable Events Dispositioned and Notes Entered.	3	0	0	#DIV/0!
		Was the Court Order Entered Correctly on Screen FOD per ACTS	4	0	0	#DIV/0!
		procedures and CSE Policy(Correct Terms per Hard Copy and Subaccounts)				
	49	Case in Correct Processing Status?	3	0	0	#DIV/0!
		All Associated Case/NCP worklist Items Processed and Deleted.	1	0	0	#DIV/0!
ENFORCEMENT	51	Order enforced within 30 calendar days of location of NCP or identification of	3	0	0	#DIV/0!
NON-COURT		delinquency if service of process is not necessary?				
ACTION	52	Withholding to Employer Within 5 Working Days of New Employer and	3	0	0	#DIV/0!
		service of process information entered properly and timely?				
	53	Certificate of Service Generated within Month of W/W notice Generated?	2	0	0	#DIV/0!
	54	Case in Correct Processing Status?	3	0	0	#DIV/0!
		Case properly authenticated for Tax Intercept Submission?	2	0	0	#DIV/0!
		Workman's Compensation Hits Completed Timely/Properly?	2	0	0	#DIV/0!
		I/W worksheet contains appropriate cases	5	0	0	#DIV/0!
		Employer Non-Compliance Monitored and Correct Action Taken?	3	0	0	#DIV/0!
		Appropriate Documents Generated Through Document Generation?	2	0	0	#DIV/0!
		Documents completed/signed/referred for supervisor/judicial review	1	0	0	#DIV/0!
		and signature.				
	61	Availability of Medical Insurance Follow-up.	2	0	0	#DIV/0!
		Notes Entered on Applicable Events and dispositioned	3	0	0	#DIV/0!
		All Associated Case/NCP worklist Items Processed and Deleted.	1	0	0	#DIV/0!
COURT ACTION		Successful service of NCP within 60 calendar day of identification of non-	3	0	0	#DIV/0!
	J-1	compliance or documentation of unsuccessful service?		_		
	65	Case in Correct Processing Status?	3	0	0	#DIV/0!
		Documentation Exist that All Enforcement Remedies Examined	2	0	0	#DIV/0!
		Scheduling Process Properly Completed and Dispositioned.	2	0	0	#DIV/0!
		Proper civil action filed and proper court documents generated with correct	2	0	0	#DIV/0!
		service of process information entered properly and timely? Applicable notes entered?				,,,,,,,
	69	Case Synopsis Properly Completed for Attorney Review Prior to	1	0	0	#DIV/0!
	00	Court Date?	•	•		#BIV/0.
COURT ACTION	70	Displays IVD Program and Case Knowledge in Court?	2	0	0	#DIV/0!
CONTINUED		Changes to Court Orders/Subaccounts Entered Correctly?		U		#DIV/0!
CONTINUED	7.1	UNADJ arrears to ADJ / Intercept indicator correct?	3	0	0	#DIV/0!
	72	Resolution of court action completed within 2 days from court date.	2	0	0	#DIV/0!
		Court orders generated in ACTS?	1	0	0	#DIV/0!
			2	0	0	#DIV/0!
	74	Were court orders entered into ACTS system within 3 days of the effective date of the order and copies sent to all parties per CSE policy?		U	U	#DIV/U!
	75		2	0	0	#DIV/0!
		Case moved from DELQ processing status to COLL processing status if appropriate?	3	0	0	#DIV/0!
		Availability of Medical Insurance Follow-up.	2	0	0	#DIV/0! #DIV/0!
		Case properly authenticated for Tax Intercept Submission?	1			
MOD / REVIEW		All Associated Case/NCP worklist Items Processed and Deleted.	3	0	0	#DIV/0!
WIOD/REVIEW	79	Within 15 calendar days of the RNIR or RARE event being created, was a	3	U		#DIV/0!
	00	determination made whether or not a review should be conducted?	2	•	•	#DIV/01
	80	Within 180 calendar days of determining that a review should be conducted,	3	U	0	#DIV/0!
	C4	was appropriate action taken? (RARB, RARD etc.)			•	#DIV/01
		Case in Correct Processing Status?	3	0	0	#DIV/0!
		Correct process & results documented (verif. of income, worksheet etc.) Follow up on availability of medical insurance	1	0	0	#DIV/0!
	_		1	0	0	#DIV/0!
	84	Scheduling process properly completed and dispositioned / Notes added /	1	0	0	#DIV/0!
	C.F.	Service of process entered?			0	#DIV/0!
	85	Were court orders entered into ACTS system within 3 days of the effective date of the		0	0	#DIV/0!
	60	order and copies sent to all parties per CSE policy?	1	0	0	#DIV/0!
		If documents generated not used or events created in error, OOPS disposition entered		0	0	#DIV/0!
	_	Resolution of court action completed within 2 days from court date.	2	0	0	#DIV/0!
INITEDOTATE		All Associated Case/NCP worklist Items Processed and Deleted.	1	0	0	#DIV/0!
INTERSTATE	89	Responding state notified of case status changes within 10 days of		0	0	#DIV/0!
		receipt of information?	2	0	0	#DIV/0!
		Enforcement action initiated within CSE timeframes?	3	0	0	#DIV/0!
		Correct interstate codes on screen C8C?	2	0	0	#DIV/0!
		Order entered on Screen IOD?	2	0	0	#DIV/0!
		Incoming CSENET transactions properly completed and deleted?	3	0	0	#DIV/0!
		Outgoing CSENET transactions completed properly for CSENET states?	3	0	0	#DIV/0!
	95			0	0	#DIV/0!
		CSENET functional and notes added as appropriate?	3	0	0	#DIV/0!

